



GOVERNOR TERRY E. BRANSTAD  
LT. GOVERNOR KIM REYNOLDS

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ELIZABETH S. JACOBS, CHAIR  
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June 24, 2013

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The State of Iowa, Iowa Utilities Board respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Iowa Utilities Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Iowa. Iowa's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- CA Accuracy/Spelling/Verbatim
- Fraudulent/Harassment Call
- Connect Time (TTY/Voice)
- 711 Problems
- Miscellaneous Technical Complaints
- Carrier of Choice not Available/Other Equal Access
- Line Disconnected

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet

Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Relay Iowa has received a total of 18 TRS complaints in violation of FCC mandatory minimum standards for the time period June 1, 2012 through May 31, 2013. In addition, Relay Iowa has received a total of 4 captioned TRS complaints in violation of FCC minimum standards for that same time period.

Please feel free to contact me at 515-725-7340 (V) or Dixie Ziegler with Hamilton Relay at 800-618-4781 (V/TTY) with any questions regarding the above.

Sincerely,

/s/  
Joni Nicoll  
Project Manager, Relay Iowa  
Iowa Utilities Board